



# COUNTY OF LOS ANGELES CHILD SUPPORT ADVISORY BOARD

Los Angeles County  
Board of Supervisors

Gloria Molina  
Yvonne Burke  
Zev Yaroslavsky  
Don Knabe  
Michael D. Antonovich, Mayor

2006

## PUBLIC MEMBERS

### **First District**

Vacant  
Vacant

### **Second District**

Paula G. Leftwich  
John O. Murrell

### **Third District**

Lucy T. Eisenberg, Esq., Chair  
Janice Kaminer-Reznick, Esq.

### **Fourth District**

Jean F. Cohen  
Maria Tortorelli, Esq.

### **Fifth District**

Reginald Brass  
Susan Speir, Vice Chair

## GOVERNMENT MEMBERS

### **Chief Information Office**

Jon W. Fullinwider

### **Department of**

#### **Children and Family Services**

David B. Sanders

### **Department of**

#### **Public Social Services**

Bryce Yokomizo

### **Child Support Services**

#### **Department**

Philip Browning

### **Los Angeles Superior Court**

David Jetton

## EX OFFICIO MEMBERS

### **California Department of**

#### **Child Support Services**

Mary Lawrence

### **Franchise Tax Board**

## CHILD SUPPORT ADVISORY BOARD MINUTES

July 28, 2005

### **Present**

2<sup>nd</sup> District, Paula Leftwich (teleconference)  
3<sup>rd</sup> District, Lucy T. Eisenberg, Esq.  
3<sup>rd</sup> District, Janice Kamenir-Reznick, Esq.  
4<sup>th</sup> District, Maria Tortorelli  
5<sup>th</sup> District, Susan Speir

Chief Information Office,  
James Hall for Jon Fullinwider  
Child Support Services,  
Phillip Browning, Director  
Department of Public Social Services,  
Rosie Ruiz for Margaret Quinn  
CA Department of Child Support Services,  
Laura Choate for Annette Siler  
(teleconference)  
Superior Court, David Jetton

### **Guests**

Julie Paik, Deputy Director

**Lisa Garrett, CSSD**

**Gail Juliano, CSSD**

Joan Otsu, CSSD

Larry Siverman, CSSD

### **Staff**

Lee Millen, Board of Supervisors

### **CALL TO ORDER**

*Chair Eisenberg* called the meeting to order as a Committee of the Whole at 9:40 a.m. in the CSSD Headquarters meeting room; a quorum was identified

### Absent

1<sup>st</sup> District, George Gliaudys, Jr. Esq.  
1<sup>st</sup> District, Jane Preece, Esq.  
2<sup>nd</sup> District, John Murrell  
4<sup>th</sup> District, Jean Cohen  
5<sup>th</sup> District, Reginald Brass

Children and Family Services,  
Patti Griffin  
Franchise Tax Board,  
Debbie Strong

Emy Tzimoulis, CSSD

and the meeting was called to order at 10:00 a.m.

### **APPROVE MINUTES OF JUNE 16, 2005**

On motion of Member Browning, seconded by Member Tortorelli and unanimously carried, the minutes of June 16, 2005 were approved as submitted.

### **DISCUSS AND APPROVE SEMIANNUAL REPORT**

Chair Eisenberg noted that Vice Chair Speir's suggestion will be added to the Semiannual Report to include the problems encountered in providing the NCPs medical insurance cards to the CP, and the third paragraph, first sentence of the cover letter, will delete the reference to the LA CSSD.

Following discussion, on motion of Member Browning, seconded by Vice Chair Speir and unanimously carried, the Semiannual Report was approved for submittal to the Board of Supervisors.

[Member Leftwich was excused from the meeting.]

### **BOARD CHAIR'S REPORT**

Chair Eisenberg introduced newly appointed Commissioner Janice Kamenir-Reznik, Esq. of the 3<sup>rd</sup> Supervisorial District. Commissioner Kamenir-Reznik expressed her satisfaction in becoming a Member of the CSAB, and briefly outlined her prior work experience and membership on other Commissions.

A self-introduction of attendees followed.

### **DIRECTOR'S REPORT – to include: new program regarding cash deposits; latest numbers and update on paternity disestablishment; and child support awareness month activities**

Phillip Browning, Director, CSSD, reported the following:

- Two new cash collections centers in Torrance and Palmdale have received \$21,000 and \$51,000 respectively in child support collections;
- The Credit Card program was discontinued at the direction of DCSS due to the imminent implementation of the SDU;
- At next week's National Child Support Association Conference the CSSD will receive an award for hosting the Employer Forums during the last 18 months and training about 1,000 employers ;
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- The new County ECAPPS accounting system began operations on July 1, 2005, whose system is also able to provide direct deposits of child support payments into customer banking accounts; minor system glitches are being resolved;
- There have been 412 paternity motions and 34 judgments have been set aside; CSSD is one of few counties that advertise the paternity disestablishment provision;
- CP's whose TANF is terminating will not receive their \$50 disregard check for their last month of eligibility; it will be used to payoff the arrears account;
- County Directors have urged the DCSS to reverse their directive to change from Date of Collection to Date of Receipt for payment processing purposes; child support payments will now be posted when received by the SDU and not for the month collected by the employer; a follow-up report on this issue will be presented in about four months, and the Board of Supervisors will be advised of its impact and CSSD's opposition to this change;
- Lisa Garrett, CSSD, advised that August is Child Support Awareness Month with activities planned for the month, and that the CSSD will be presented an award by the Board of Supervisors at their August 9, 2005 meeting; CSAB Members were invited.

### **DISCUSS PERFORMANCE MEASURES**

Chair Eisenberg noted that the percentage of cases paying toward arrears has declined. Gail Juiliano, CSSD, noted that CSSD's priority is current support, and the slight decrease of arrears is being studied. Chair Eisenberg requested a November status report on this issue.

Chair Eisenberg noted that the number of Call Center abandoned calls is grim, and inquired whether staffing levels will be restored. Member Browning advised that new telephone equipment is being installed at the Call Center and the new system provides for the recording of outbound calls. However, the Call Center is negatively impacted by a CSSD staff shortage of 200; compared to the current caseload CSSD should actually have 1,000 more staff. Although customer service is important, the number one priority continues to be current support.

In response to Member Tortorelli, Julie Paik, Deputy Director, CSSD, reported that staff is working on different strategies to address concerns, including preemptive calls to customers that could potentially reduce calls routinely made to the Call Center.

### **REPORT ON IMPLEMENTATION OF NEW PROCEDURES FOR DOCUMENTING WELFARE FRAUD**

Larry Silverman, Chief of Interstate Unit, CSSD, distributed a copy of a Welfare Fraud written directive to follow if the CSO has reason to believe that the Non-Custodial Parent is in the home and unreported, the Custodial

Party does not have the child(ren), or the Custodial Party has unreported income, etc. A Welfare Fraud Referral form is forwarded to the Eligibility Worker or the Fraud Division in DPSS, and the event is recorded in the Case Event History via the Case-Administrative Case Information Record Events.

The Interstate Unit is averaging about three (3) referrals per month of welfare fraud to DPSS, and about 94% are verified as welfare fraud referrals. Once verified, DPSS refers the case to CSSD to modify the order and the parent in question is required to reimburse the County.

In response to Vice Chair Speir, Member Browning noted that there are limited amount of resources to combat this problem, and that the DCSS should address this concern in a written policy. Julie Paik, Deputy Director, CSSD, advised that CCSAS and others are involved in addressing this issue.

### **AUDIT WORKGROUP UPDATE**

Joan Otsu, CSSD, reported that untimely audits spurred the creation of the Audit Workgroup. Since its inception, extensive staff training was initiated, and most of the audit recommendations were completed in June 2005. The measurements in effect are (1) Untimeliness: there were on average 56 untimely audits per month in 2003, and during the first half of 2005 there are on average 24 untimely audits per month; (2) Reduction of Rejection Rates: there were on average 216 rejections returned to the CSOs each month, and now there are about 163 rejections each month; and (3) Non-Priority Audits: A total of 5,000 non-priority audit requests had been received, and now there are 848 non-priority audit requests to be worked. Also, there are four(4) Division teams that are current or almost current on audits.

Ms. Otsu noted that the audit tool is still in the debugging process to address concerns such as account balance inaccuracies. Chair Eisenberg commended Ms. Otsu and staff on the extraordinary job to correct inaccuracies and reduce the audit workload.

### **DCSS Report**

Laura Choate, Manager of COAP, DCSS, reported that COAP accepts cases with current support, it provides basic deductions from the income calculation which results in a lesser repayment amount, it allows for up to 36 months of repayments via a set repayment schedule, and it also provides a significant reduction in repayment if the NCP selects to pay in a lump sum. However, there are some specialty cases that include temporarily assigned arrears, multiple cases in the same county, or cases with interstate issues that can not be addressed yet in COAP and are currently being worked through the I-COAP program.

Other cases that are not addressed by either program include multiple cases in more than one county, those cases with temporarily assigned arrears, or multiple cases in one county and interstate issues that have current support

orders. Those NCPs with these type of cases are not able to participate in either I-COAP or COAP.

The DCSS has worked to develop a time-frame so that LCSAs can have some reasonable expectation as to when they would receive a response on a compromise case; a 10 business day response time is in effect wherein an application will either be approved or sent back to the LCSAs because of outstanding issues. However, LCSAs are asked to establish their own time-frames according to their particular resource restrictions/work load issues. Also, DCSS is involved in a number of quality improvement efforts and staff is gathering feedback from LCSAs in an attempt to improve the program.

In response to Chair Eisenberg, Ms. Choate reported that COAP has received about 2,000 applications, and LCSA applications are processed upon receipt; however, outreach decisions on COAP are left to the LCSAs.

Vice Chair Speir reported that she has submitted four (4) compromise applications to COAP and has found the process frustrating in that the instructions are not clear/helpful. Ms. Choate advised that the DCSS has focused immediate attention on developing the COAP attachment and improving the NCP instruction sheet, and secondarily to establish the COAP Advisory Committee to continue program improvement to address these concerns.

In response to Chair Eisenberg, Gail Juiliano noted that a quarterly report is prepared on COAP and can be presented at the January 2006 CSAB meeting. Larry Silverman, CSSD, reported that COAP training occurred on June 28, 2005, and 30 COAP applications have been received to date since July 1, 2005; however, due to nuances in the application process and incomplete procedures, processing has been slower than expected.

#### **PUBLIC COMMENT**

There was none.

#### **REPORT ON INTERSTATE TASKFORCE, TO INCLUDE DATA ON STATE HEARINGS**

Larry Silverman, Chief, Interstate Division, reported that a staff shortage continues to exist in the Interstate Division although at its inception the Board of Supervisors had promised an additional 70 staff; DCSS rejected the staffing level and the Division has remained reactive and not proactive in its operation.

(Rose Ruiz was excused from the meeting at 11:15 a.m.)

Mr. Silverman distributed and briefly reviewed the Interstate Task Force Fact Sheet, CSAB Report on Interstate Division, and Total Complaints Received (copies on file). The Interstate Task Force was created to focus on previously

unworked CSI lists that were assigned to the Interstate Division. The Task Force worked the CSI lists that had been generated for the original CSI project but had not been worked on Interstate. Staff also worked lists that were generated for CSI during this FFY. These include: Incarcerated NCPs with child support PACs; NCP over three (3) months delinquent, no payment; Current support with UIB or DIB payments; and Court orders at presumed income. Over 23,000 cases from the CSI lists have been reviewed, and 37 cases have been put on the CSI modification calendar resulting in 27 modifications.

In response to Chair Eisenberg, Mr. Silverman explained that the Interstate Division has a greater level of complaints in that case processing can be delayed weeks/months due to the required research/investigation or the delays that occur in dealing with out of County/State cases, and there are two states that routinely lodge complaints with the State Hearing Division knowing that this action will move their case(s) to the top of the "to do" list.

The Interstate Division handles 10.06% of the CSSD caseload but is responsible for 14.9% of collections, and the Division is #1 in Current Support (FFY to date), Cases with collections or arrears, Cases with support orders, Collections per case per month, Correspondence, and Complaints received.

Also, the lack of UIFSA [judicial council UIFSA forms] functionality on ARS requires that staff manually prepare the three page form to file a UIFSA action, and most interstate calls received in the Call Center can not be answered and are referred to the Interstate Division.

Current Initiatives in the Division involve additional efforts that are intensive and time consuming which include an International pilot with Mexico [to address NCPs residing there that have not been served], and the Alaska Permanent Fund Intercept [oil revenues given to Alaskan residents can now be intercepted].

Chair Eisenberg thanked Mr. Silverman for a very informative presentation.

### **REPORT ON STATE HEARINGS**

Emy Tzimoulis, Chief, State Hearing Division, distributed a State Hearing Statistics report (copy on file) and summarized the Division's operation. Staff has been proactive in resolving issues, and additional staff has been hired including four (4) state hearing specialists. Four (4) complaint investigators have been placed in the Interstate Division to handle interstate hearing issues.

Also, complaints have decreased by 32%, complaints resolved have increased by 35%, number of past due complaints has decreased by 92%, number of state hearings held has decreased by 37%, percentage of state hearing decisions granted in whole or in part has decreased by 26%, and the percentage of state hearing decisions denied/dismissed in whole or in part has

increased by 4%.

Further, DCSS is meeting in a State Hearing Workgroup with LCSAs to improve performance and operations.

**MATTERS NOT ON THE POSTED AGENDA (to be presented and placed on a future agenda)**

Member Tortorelli advised that CSAB was to receive a report today on the new orders being completed on reserved orders, and on CSSD's policy on this matter. Chair Eisenberg noted that Lori Cruz, Deputy Director, is looking at some legislative history on this issue, and today's Agenda Item #14 will be placed on the September 22, 2005 CSAB meeting.

**ADJOURNMENT**

The meeting adjourned at 12:00 p.m.